

Ministry of Forests & Range

Forest Science Program

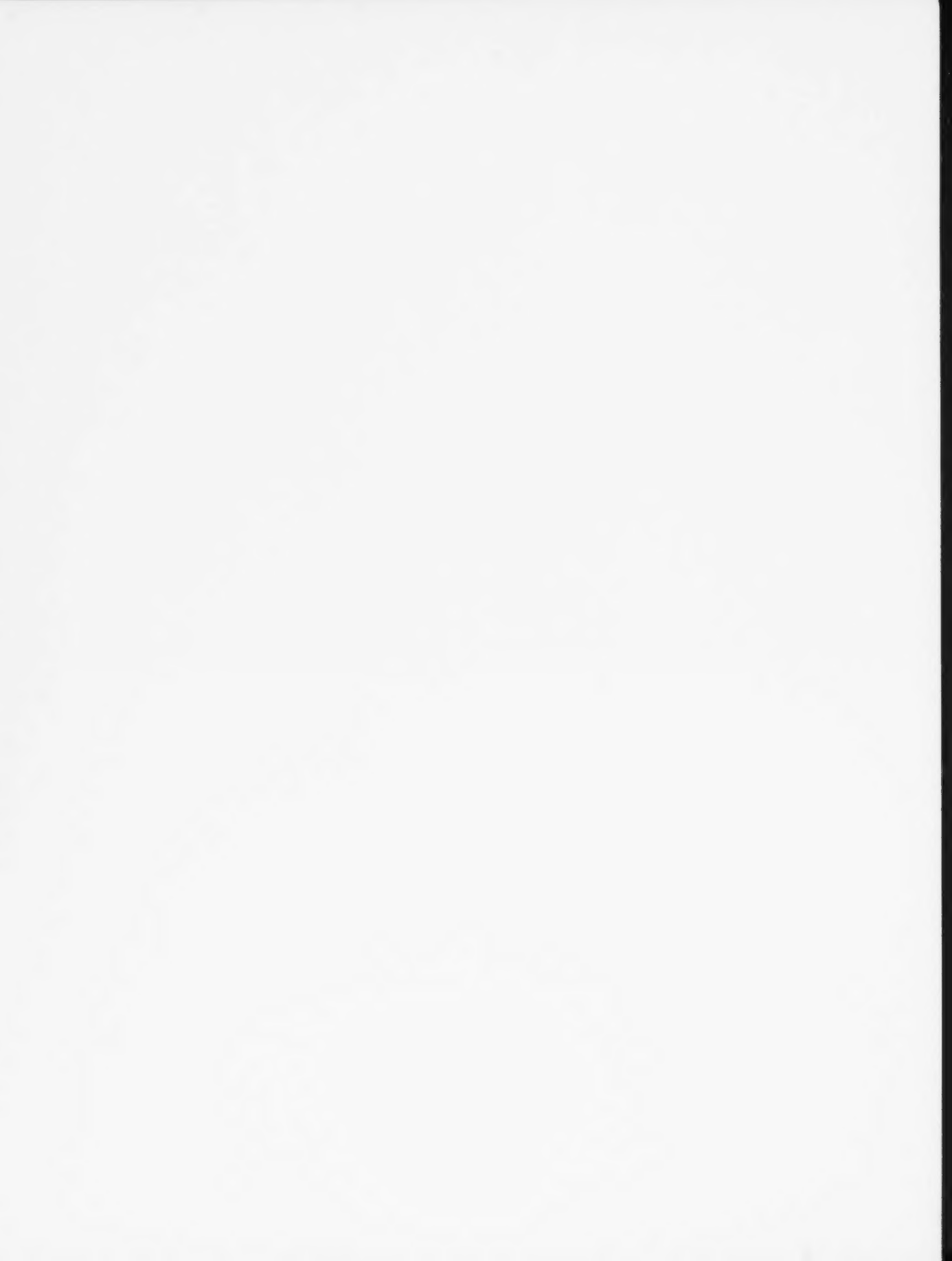
Client Satisfaction Survey

April 2006

BC STATS



Service BC
Ministry of Labour and
Citizens' Services



EXECUTIVE SUMMARY

This report presents the findings of the *Forest Science Program Client Satisfaction Survey* conducted by BC STATS in 2005/06. The objective of the survey was to determine client satisfaction with the program in general, as well as with specific service aspects. This report points out areas of current program strengths and areas suitable for improvement. Survey questions focused on the four Forest Science Program services:

- Library Services
- Scientific Advice and Consultation (e.g. strategic analysis, policy, statutory decision-making/delegated decision making support)
- Research Products (e.g. publications, maps, models, plant materials)
- Training and Extension Services (e.g. field tours, workshops, demonstrations)

Key Findings

The mean (average) overall satisfaction level¹ with quality of service delivery across all four Forest Science Program Services is 81.7%. By region, mean satisfaction levels are:

Headquarters	Coast	Northern Interior	Southern Interior
86.6%	83.8%	82.8%	74.7%

The majority of users do not use Forest Science Program services more often than a few times a year. When individuals do seek service, 76% reported they received what they needed, 20% received part of what they needed, and 2% did not receive what they were seeking. In total, 93% of respondents view the Forest Science Program as either somewhat or very important to the overall mission of the Ministry of Forests.

While there is variation in satisfaction levels by region and by employment class; in general, the highest satisfaction level among all users is with the library services (91% very satisfied or satisfied), and the lowest satisfaction level is with training and extension services (83% very satisfied or satisfied). While research products received the second highest level of "very satisfied" (39%), this service also scored the second highest in the "somewhat dissatisfied" (16%). Scientific advice and consultation scored fairly high when the two satisfaction categories are combined with 83% satisfied or very satisfied. Figure 1 illustrates these summary results.

Response Rate

The web-based survey was sent to 383 clients, targeting users of Forest Science Program services. Participants were only asked questions about the services of which they self-identified as users. In total, 288 surveys were completed to give an overall response rate of 76%.

¹ Mean percentage scores contains all "somewhat satisfied" and "very satisfied" responses

Figure 1. Overall Satisfaction with each Forest Science Program Service

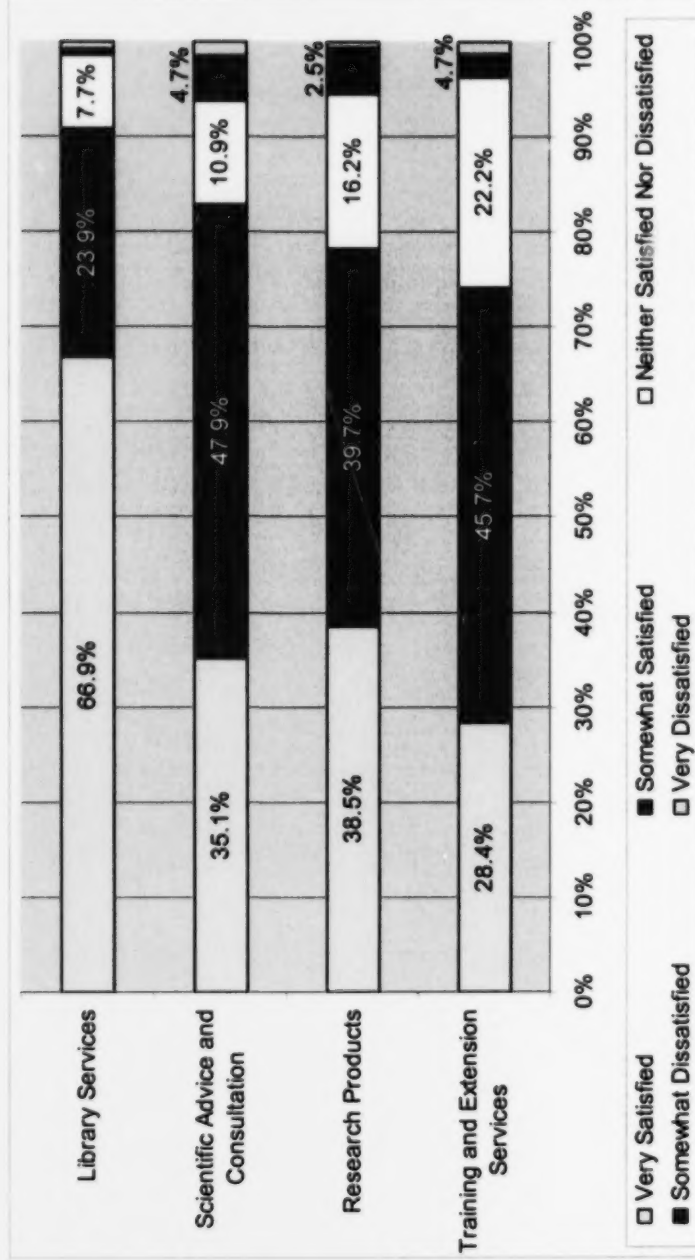




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INTRODUCTION

The *Forest Science Program* is a vital component of the Ministry of Forest's mission to provide credible scientific basis for sound conservation and utilization of BC's natural forest and range resources. The program needs to periodically check-in with the end-users of its products and services to assess whether the program remains relevant by meeting the needs of its clients.

In August, 2002 FORREX-Forest Research Extension Partnership established a baseline measure of client satisfaction with services and products of the Forest Science program. One interview question asked respondents to rate their overall level of satisfaction with the program on a scale of 1-10, where 10 represented the highest level of satisfaction. 2002 results revealed an average overall satisfaction of 7.1. The lowest rating on this 10-point scale was 3, and the highest was 8. This 2002 survey also provided useful qualitative data about client expectations, accessibility, timeliness, level of reliance on the FSP, flexibility, credibility, and importance of the FSP to the overall mission of the Ministry of Forests.

Since the most recent Forest Science Program client satisfaction measurement was conducted in 2002, the time came to assess user experience in a way that provides an internal performance measure for the Forest Science Program, as well as information on how and where to improve the program. To ensure results could be appropriately compared to the 2002 survey, many of the same service aspects were measured in this survey. These include:

- Accessibility to information and services
- Amount of time it takes to receive information and services
- Credibility of information and services received
- Responsiveness of the program to meet changing needs
- Accessibility to program staff
- Overall quality of service delivery

In addition to satisfaction measures with the aforementioned service aspects, respondents were asked about how often they use/access each service, whether or not they received what they needed the last time they used each service, and how important they believe the Forest Science Program is to the overall mission of the Ministry of Forests. This report contains the following sections:

METHODS: a summary of the methods used for data collection and analysis.

RESULTS: the aggregated results to the survey questions and analysis of these results, including the open-ended comments.

CONCLUSION: a summary of the overall results and recommendations for improving client satisfaction.

APPENDICES: frequency tables for each survey question (Appendix A), verbatim comments (Appendix B), and the survey (Appendix C)

METHODS

This section describes the design of the survey, how the survey was administered, some information about the sample, how the collected data was analyzed, and how the data should be interpreted.

SURVEY DESIGN

BC STATS worked in collaboration with Ministry of Forests Research Branch to develop the web survey (see Appendix C: Survey). The survey contains 15 questions, however, 4 of these questions contain 6 sub-components (i.e; questions 2, 5, 8, and 11 ask the respondent to rate her/his level of satisfaction with 6 different service aspects). At the analysis stage, these aspects stand alone as unique measures except where mean percentage scores were calculated. The survey is divided into four sections (by each PSP service), each section beginning with a question asking how often the client uses the service, if at all. If respondents indicated they do not use the particular service, the set of corresponding questions was skipped.

SURVEY ADMINISTRATION

Potential respondents were initially contacted on December 20th, 2005 via an email containing the internet link to the survey. A reminder email was sent to those who had not completed the survey on January 5th, 2006. The survey was left accessible for a four week period, a little longer than usual, since the dates spanned across the holidays. The survey was closed on January 18th with a final response rate of 76%. Table 1 displays the sample size and a breakdown of response rates by region.

Table 1. Sample Size and Response Rates

REGION	SAMPLE SIZE	RESPONSE RATES	
		WITHIN REGIONS	
• Headquarters	71	51	72%
• Coast	86	63	73%
• Northern Interior	105	84	80%
• Southern Interior	117	90	77%
Total	379	288	76%

SAMPLE DEMOGRAPHICS

In total, 288 individuals completed the survey. Detailed tables showing the sample demographics are included in Appendix A: Frequency Tables. The following points highlight demographic information about the sample population:

- Respondents work in 32 municipal locations organized by four service regions in BC: headquarters, coast, southern interior, and northern interior .
- The sample was not an even gender split: 12% female and 88% male.²
- The sample consisted of 13 *executive*, 50 *senior managers*, and 320 *staff* of the BC government.

ANALYSES

Although this survey mainly generated quantitative data, some qualitative data was collected. The following provides information on how the data were analyzed, and how the data should be interpreted.

Quantitative Analysis

The detailed frequency tables present the number and percentage of responses per question. Mean scores are presented in some tables for comparison between service delivery areas. Where appropriate, data in the report are presented as percentage scores and for questions that use a 5-point scale, *percentage positive* scores. For example, in the case of the agreement scale, the percentage of respondents who indicated "satisfied" (4 on the satisfaction scale) or "very satisfied" (5 on the scale) are added to provide a percentage positive score.

Qualitative Analysis

Content analysis was conducted to extract themes and patterns among comments. This analysis consisted of selecting a random sample of comments and classifying and clustering words, phrases and meanings to create a list of common themes. The analysis of comments serves to highlight the quantitative findings and assists in their interpretation. The analysis also serves as a framework for future reference. Precaution should be taken when generalizing the qualitative results to the study population. Further, the absence of a comment does not imply that a particular theme is irrelevant or not applicable; rather, the thematic analysis serves to represent only those who took the time to provide information.

² The gender imbalance was not a major concern since this is the actual make-up of the client population.

RESULTS

This section of the report presents key findings and analysis of the data generated from the *Forest Science Program Client Satisfaction Survey*.

Frequency of Service Use

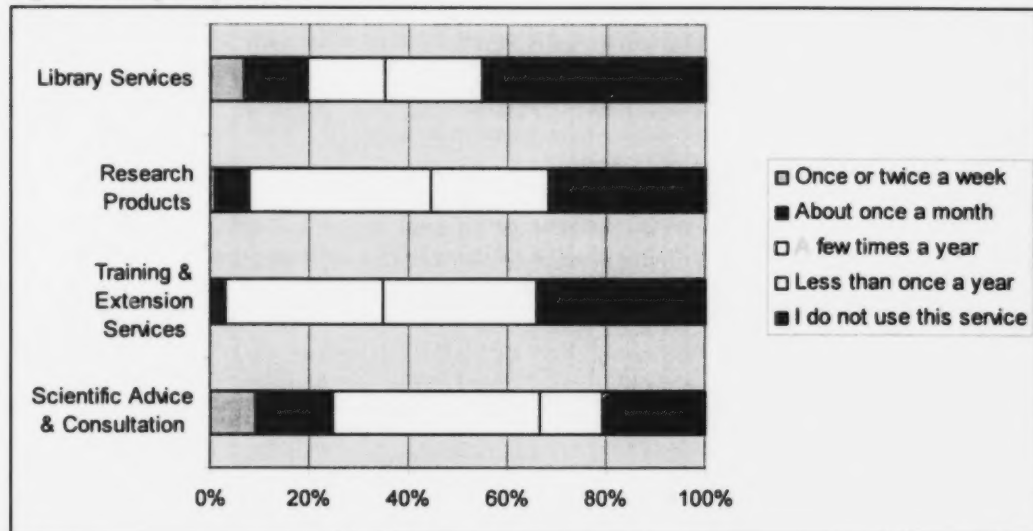
At the beginning of each survey section, respondents were asked how often they use the Forest Science Program's specific services. If respondents selected "I do not use this service," the series of subsequent questions was skipped, and thus, answers were only collected from those who identified as users of each service. Table 2 summarizes results from these four opening questions. The highest percentages are highlighted in violet.

Table 2. Frequency of Service Use

	Scientific Advice and Consultation		Training and Extension Services		Research Products		Library Services	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Once or twice a week	27	9.4%	1	0.3%	3	1.0%	20	6.9%
About once a month	45	15.6%	8	2.8%	20	6.9%	37	12.8%
A few times a year	119	42.2%	91	31.6%	105	36.5%	44	15.3%
Less than once a year	37	12.8%	90	31.3%	69	24.0%	57	19.8%
I do not use this service	60	20.8%	98	34.0%	91	31.6%	130	45.1%
Total	288	100.0	288	100.0%	288	100.0%	288	100.0%

As Table 2 illustrates, at least 20% of respondents classified themselves as non-user of each service. The majority of users of scientific advice and consultation, and research products tend to use the service a few times a year. The majority of users of training and extension services and library services use the service a few times a year and less than a few times per year. A fair number of respondents do not use these two services at all, indicating these two services have a smaller client base. Figure 2 provides a graphical presentation of the data.

Figure 2. Frequency of Service Use



Overall Satisfaction

Tables presented in this section summarize overall client satisfaction by each Forest Science Program Service. An overall satisfaction percentage is presented for each of the four services and is labelled *valid percent*. This reflects the percentage of respondents who have used this service and answered the question, whereas *percent* is a total percentage against all 288 respondents, including those who have not used the service and skipped over the set of questions. Thus, for these findings, the valid percent is the most meaningful. The highest percentage score for each service is highlighted in violet.

Table 3: Overall Satisfaction: Scientific Advice and Consultation

	Frequency	Percent	Valid Percent
Very Satisfied	74	25.7%	35.1%
Somewhat Satisfied	101	35.1%	47.9%
Neither Satisfied Nor Dissatisfied	23	8.0%	10.9%
Somewhat Dissatisfied	10	3.5%	4.7%
Very Dissatisfied	3	1.0%	1.4%
Missing	77	26.7%	100.0%
Total	288	100.0%	

Table 4: Overall Satisfaction: Training and Extension Services

	Frequency	Percent	Valid Percent
Very Satisfied	46	0.3%	28.4%
Somewhat Satisfied	74	0.5%	45.7%
Neither Satisfied Nor Dissatisfied	36	0.2%	22.2%
Somewhat Dissatisfied	4	0.0%	2.5%
Very Dissatisfied	2	0.0%	1.2%
Missing	126	1.0%	100.0%
Total	288	0.0%	

Table 5: Overall Satisfaction: Research Products

	Frequency	Percent	Valid Percent
Very Satisfied	69	0.4%	38.5%
Somewhat Satisfied	71	0.4%	39.7%
Neither Satisfied Nor Dissatisfied	29	0.2%	16.2%
Somewhat Dissatisfied	9	0.1%	5.0%
Very Dissatisfied	1	0.0%	0.6%
Missing	109	1.0%	100.0%
Total	288	0.0%	

Table 6: Overall Satisfaction: Library Services

	Frequency	Percent	Valid Percent
Very Satisfied	95	0.7%	66.9%
Somewhat Satisfied	34	0.2%	23.9%
Neither Satisfied Nor Dissatisfied	11	0.1%	7.7%
Somewhat Dissatisfied	1	0.0%	0.7%
Very Dissatisfied	1	0.0%	0.7%
Missing	146	1.0%	100.0%
Total	288	0.0%	

In reporting overall satisfaction with the quality of service delivery for each of the Forest Science Program services, the majority of respondents indicated they were "somewhat satisfied" with the exception of library services, which drew a larger percentage of "very satisfied." For library services, 90.8% of users were satisfied, (either very or somewhat), and only 1.4% were somewhat or very dissatisfied with this service.

While scientific advice and consultation received a smaller percentage of "very satisfied" than research products, this service received a greater number of "somewhat satisfied," giving it a higher % positive³ score. Training and extension services received the highest percentage of

³ Additive percentage score of "somewhat satisfied" and "very satisfied."

"neither satisfied nor dissatisfied," and the lowest percentage of "very satisfied." Consequently, training and extension services received the lowest % positive satisfaction score. Figure 1 in the Executive Summary displays these results.

Satisfaction by Region

The section that follows presents levels of satisfaction with each Forest Science Program Service by region. The count is the number of respondents whose answers fell in each category, and the "% within" is the percentage of respondents within each region that selected the particular response category. For example, in Table 7 below, 38 of the respondents who answered this question are based in the northern interior, and 6 of them answered "neither satisfied nor dissatisfied" to this question.

The *total* counts and percentages are based on the total responses to this question that fell into each response category per region (at the bottom), and per total respondents not taking region into account (right hand side). For example, again in Table 7, 95 (67.4%) of all respondents who answered this question answered "very satisfied." The highest percentages for each response category are highlighted in yellow (except where there is only one response) and the highest responses for each region are underlined.

In general, very few users reported dissatisfaction with library services. Respondents in the headquarters, coastal, and northern interior reported high levels of satisfaction with the library services, with the exception of a few northern interior users indicating neutrality with the service (13.2%). The main source of dissatisfaction with the library services is felt among southern interior users, however, with such small numbers in the bottom categories, this difference is not absolute. The % positive scores across regions is 100% in both coastal and headquarters, 87% in the northern interior, and 78% in the southern interior.

Table 7: Satisfaction by Region: Library Services

		Headquarters	Coast	Northern Interior	Southern Interior	Total
Very Satisfied	Count	38	16	23	18	95
	% within	90.5%	69.6%	60.5%	47.4%	67.4%
Somewhat Satisfied	Count	4	7	10	12	33
	% within	9.5%	30.4%	26.3%	31.6%	23.4%
Neither Satisfied Nor Dissatisfied	Count	0	0	5	6	11
	% within	0.0%	0.0%	13.2%	15.8%	7.8%
Somewhat Dissatisfied	Count	0	0	0	1	1
	% within	0.0%	0.0%	0.0%	2.6%	0.7%
Very Dissatisfied	Count	0	0	0	1	1
	% within	0.0%	0.0%	0.0%	2.6%	0.7%
Total by region	Count	42	23	38	38	141
	% within	100.0%	100.0%	100.0%	100.0%	100.0%

In evaluating scientific advice and consultation, respondents from headquarters reported the highest levels of being "very satisfied," whereas respondents in the coastal regions reported the highest levels of being "somewhat satisfied." In combining both top satisfaction categories, these two regions both hold a % positive score of 90% satisfied. The Northern and Southern Interior regions did not report such high levels of satisfaction with scientific advice and consultation, and instead hold the highest neutral and dissatisfaction scores.

Table 8: Satisfaction by Region: Scientific Advice and Consultation

		Headquarters	Coast	Northern Interior	Southern Interior	Total
Very Satisfied	Count	22	11	27	14	74
	% within	<u>50.0%</u>	27.5%	<u>44.3%</u>	21.2%	35.1%
Somewhat Satisfied	Count	18	25	23	35	101
	% within	40.9%	<u>62.5%</u>	37.7%	<u>53.0%</u>	47.9%
Neither Satisfied Nor Dissatisfied	Count	2	3	9	9	23
	% within	4.5%	7.5%	14.8%	13.6%	10.9%
Somewhat Dissatisfied	Count	2	0	1	7	10
	% within	4.5%	0.0%	1.6%	10.6%	4.7%
Very Dissatisfied	Count	0	1	1	1	3
	% within	0.0%	2.5%	1.6%	1.5%	1.4%
Total by region	Count	44	40	61	66	211
	% within	100.0%	100.0%	100.0%	100.0%	100.0%

Shown in Table 9 below, headquarters respondents again reported the highest level of "very satisfied" (56.4%), but also the highest level of "somewhat dissatisfied" with research products. The southern interior received the highest "somewhat satisfied" ranking, but the lowest % positive score (70.9%). The coastal and southern interior respondents reported greater levels of neutrality in evaluating the research products service. In general, and similar to evaluations of scientific advice and consultation, headquarters and northern interior respondents were the most highly satisfied.

Table 9: Satisfaction by Region: Research Products

		Headquarters	Coast	Northern Interior	Southern Interior	Total
Very Satisfied	Count	22	9	26	13	70
	% within	<u>56.4%</u>	30.0%	<u>46.4%</u>	23.6%	38.9%
Somewhat Satisfied	Count	11	13	21	26	71
	% within	28.2%	<u>43.3%</u>	37.5%	<u>47.3%</u>	39.4%
Neither Satisfied Nor Dissatisfied	Count	2	7	8	12	29
	% within	5.1%	23.3%	14.3%	21.8%	16.1%
Somewhat Dissatisfied	Count	4	0	1	4	9
	% within	10.3%	0.0%	1.8%	7.3%	5.0%
Very Dissatisfied	Count	0	1	0	0	1
	% within	0.0%	3.3%	0.0%	0.0%	0.6%
Total by region	Count	39	30	56	55	180
	% within	100.0%	100.0%	100.0%	100.0%	100.0%

Satisfaction with training and extension services in Table 10 below presents similar patterns as above. The headquarters and coastal regions received the highest satisfaction percentage for the two top responses (highlighted), however, when looking at % positive scores, the Northern and Southern Interior regions contain higher satisfaction levels. (78%, and 74% consecutively). Satisfaction in these regions is simply more evenly dispersed between 'very satisfied' and "somewhat satisfied" categories. Users from the northern interior, like in Table 8 and 9, have the second highest "very satisfied" score.

Table 10: Satisfaction by Region: Training and Extension Services

		Headquarters	Coast	Northern Interior	Southern Interior	Total
Very Satisfied	Count	12	5	19	11	47
	% within	<u>50.0%</u>	15.6%	37.3%	20.0%	29.0%
Somewhat Satisfied	Count	5	18	21	30	74
	% within	20.8%	<u>56.3%</u>	<u>41.2%</u>	<u>54.5%</u>	45.7%
Neither Satisfied Nor Dissatisfied	Count	7	8	10	11	36
	% within	29.2%	25.0%	19.6%	20.0%	22.2%
Somewhat Dissatisfied	Count	0	0	1	2	3
	% within	0.0%	0.0%	2.0%	3.6%	1.9%
Very Dissatisfied	Count	0	1	0	1	2
	% within	0.0%	3.1%	0.0%	1.8%	1.2%
Total by region	Count	24	32	51	55	162
	% within	100.0%	100.0%	100.0%	100.0%	100.0%

Satisfaction by Employment Class

The tables that follow present levels of satisfaction with each Forest Science Program Service by employment class. The highest percentages for each response category are again highlighted in yellow, and the highest percentages in each employment class are underlined.

Overall, respondents reported the greatest satisfaction with the Forest Science Program's library services. Across all employment classes, library services received the highest percentages of "very satisfied." Interestingly, 81.3% of senior managers were "very satisfied" but held the lowest "somewhat satisfied" score across employment classes. While it appears staff were the most dissatisfied, these highlighted percentages only represent single individuals.

Table 11: Satisfaction by Employment Class: Library Services

		Executive	Senior Manager	Staff	Total
Very Satisfied	Count	3	13	79	95
	% within	<u>60.0%</u>	<u>81.3%</u>	<u>65.8%</u>	67.4%
Somewhat Satisfied	Count	2	1	30	33
	% within	40.0%	6.3%	25.0%	23.4%
Neither Satisfied Nor Dissatisfied	Count	0	2	9	11
	% within	0.0%	12.5%	7.5%	7.8%
Somewhat Dissatisfied	Count	0	0	1	1
	% within	0.0%	0.0%	0.8%	0.7%
Very Dissatisfied	Count	0	0	1	1
	% within	0.0%	0.0%	0.8%	0.7%
Total	Count	5	16	120	141
	% within	100.0%	100.0%	100.0%	100.0%

As Table 12 displays, respondents in executive employment positions indicated the highest levels of satisfaction with scientific advice and consultation, with 100% of responses being "very satisfied," or "somewhat satisfied." It is important to note that this percentage is made up of only 7 individuals, as there were fewer executives in the sample than other employment groups. With greater numbers, this result may or may not remain. Staff members indicated the lowest level of "very satisfied," and the highest level of neutrality with scientific advice and consultation.

Table 12: Satisfaction by Employment Class: Scientific Advice and Consultation

		Executive	Senior Manager	Staff	Total
Very Satisfied	Count	4	15	55	74
	% within	<u>57.1%</u>	<u>40.5%</u>	32.9%	35.1%
Somewhat Satisfied	Count	3	15	83	101
	% within	42.9%	<u>40.5%</u>	<u>49.7%</u>	47.9%
Neither Satisfied Nor Dissatisfied	Count	0	3	20	23
	% within	0.0%	8.1%	12.0%	10.9%
Somewhat Dissatisfied	Count	0	3	7	10
	% within	0.0%	8.1%	4.2%	4.7%
Very Dissatisfied	Count	0	1	2	3
	% within	0.0%	2.7%	1.2%	1.4%
Total	Count	7	37	167	211
	% within	100.0%	100.0%	100.0%	100.0%

With respect to research products, while the highest percentage of neither satisfied nor dissatisfied fell among the executive group, this percentage only accounts for one individual. A higher number of staff members were "very satisfied" with research products (40.8%) than with scientific advice and consultation (32.9%) and with training and extension services (27.1%). At the same time, fewer staff reported they were "somewhat satisfied."

Table 13: Satisfaction by Employment Class: Research Products

		Executive	Senior Manager	Staff	Total
Very Satisfied	Count	3	9	58	70
	% within	<u>50.0%</u>	28.1%	<u>40.8%</u>	38.9%
Somewhat Satisfied	Count	2	16	53	71
	% within	33.3%	<u>50.0%</u>	37.3%	39.4%
Neither Satisfied Nor Dissatisfied	Count	1	5	23	29
	% within	16.7%	15.6%	16.2%	16.1%
Somewhat Dissatisfied	Count	0	1	8	9
	% within	0.0%	3.1%	5.6%	5.0%
Very Dissatisfied	Count	0	1	0	1
	% within	0.0%	3.1%	0.0%	0.6%
Total	Count	6	32	142	180
	% within	100.0%	100.0%	100.0%	100.0%

Similar to scientific advice and consultation, 57% of executives reported they were “very satisfied” with the Forest Science Program’s training and extension services. Senior managers demonstrated more dissatisfaction than with the other services, however, again with such low counts, it is not possible to generalize these results to a larger population. 75% of staff members reported they were at least somewhat satisfied, and only 3 individuals out of 129 were “somewhat” or “very dissatisfied” with the training and extension services. In general, compared to the other three services, a larger number of respondents indicated neutrality with training and extension services.

Table 14: Satisfaction by Employment Class: Training and Extension Services

		Executive	Senior Manager	Staff	Total
Very Satisfied	Count	4	8	35	47
	% within	57.1%	30.8%	27.1%	29.0%
Somewhat Satisfied	Count	2	10	62	74
	% within	28.6%	38.5%	48.1%	45.7%
Neither Satisfied Nor Dissatisfied	Count	1	6	29	36
	% within	14.3%	23.1%	22.5%	22.2%
Somewhat Dissatisfied	Count	0	1	2	3
	% within	0.0%	3.8%	1.6%	1.9%
Very Dissatisfied	Count	0	1	1	2
	% within	0.0%	3.8%	0.8%	1.2%
Total	Count	7	26	129	162
	% within	100.0%	100.0%	100.0%	100.0%

Satisfaction with Specific Service Delivery Aspects

The following tables present average satisfaction levels with specific aspects of each of the four Forest Science Program services. Rather than solely assess overall satisfaction with each service, these tables present data of particular service delivery components. Mean scores (average scores) allow these results to be presented in single tables for comparison. Please see *Appendix A: Frequencies* for more detailed satisfaction percentage scores for each service delivery aspect.

Respondents were asked to rate their level of satisfaction with each of the service aspects on a scale of 1-5, where 1=Very Dissatisfied, and 5=Very Satisfied. A mean score of 3.95, for example, reveals that the average choice selected for this service aspect was close to 4, somewhat satisfied. The highest mean is highlighted in yellow, and the lowest, highlighted in blue. “N” is the number of responses in each category, the median is the midpoint in the data range, and the mode is the most commonly selected score.

Table 15: Specific Aspects: Scientific Advice & Consultation

How satisfied are you with the...

	N	Mean	Median	Mode
Accessibility to information and services	209	3.95	4	4
Time it takes to receive information & services	206	3.88	4	4
Credibility of information and services received	214	4.49	5	5
Responsiveness of service to meet changing needs	207	3.64	4	4
Accessibility to program staff	212	4.00	4	4
Overall quality of service delivery	211	4.10	4	4

Table 16: Specific Aspects: Training and Extension Services

How satisfied are you with the...

	N	Mean	Median	Mode
Accessibility to information and services	163	3.77	4	4
Time it takes to receive information and services	154	3.78	4	4
Credibility of information and services received	163	4.29	4	5
Responsiveness of service to meet changing needs	154	3.58	4	4
Accessibility to program staff	159	3.91	4	4
Overall quality of service delivery	162	3.98	4	4

Table 17: Specific Aspects: Research Products

How satisfied are you with the...

	N	Mean	Median	Mode
Accessibility to information and services	182	3.99	4	4
Time it takes to receive information and services	175	3.93	4	4
Credibility of information and services received	182	4.38	5	5
Responsiveness of service to meet changing needs	178	3.63	4	4
Accessibility to program staff	178	3.96	4	4
Overall quality of service delivery	179	4.11	4	4

Table 18: Specific Aspects: Library Services

How satisfied are you with the...

	N	Mean	Median	Mode
Accessibility to information and services	143	4.50	5	5
Time it takes to receive information and services	141	4.48	5	5
Credibility of information and services received	142	4.63	5	5
Responsiveness of service to meet changing needs	137	4.38	5	5
Accessibility to program staff	136	4.40	5	5
Overall quality of service delivery	142	4.56	5	5

Interestingly, for each of the four services, the same service delivery aspects were ranked the highest and the lowest. Respondents reported the highest level of satisfaction with the credibility of information and services received. The lowest level of satisfaction for all services was the responsiveness of the service to meet changing needs. Library services received the smallest range of satisfaction levels, with all scores ranging within 4.38 and 4.63. Greater variation can be found within scientific advice and consultation, with a mean difference of .85 between lowest and highest scores.

Service Delivery

In order to determine whether or not the Forest Science Program services are meeting the needs of its users, respondents were asked to reflect on the last time they used each service and report whether or not they received what they were looking for. Table 6 summarizes results from these questions that read:

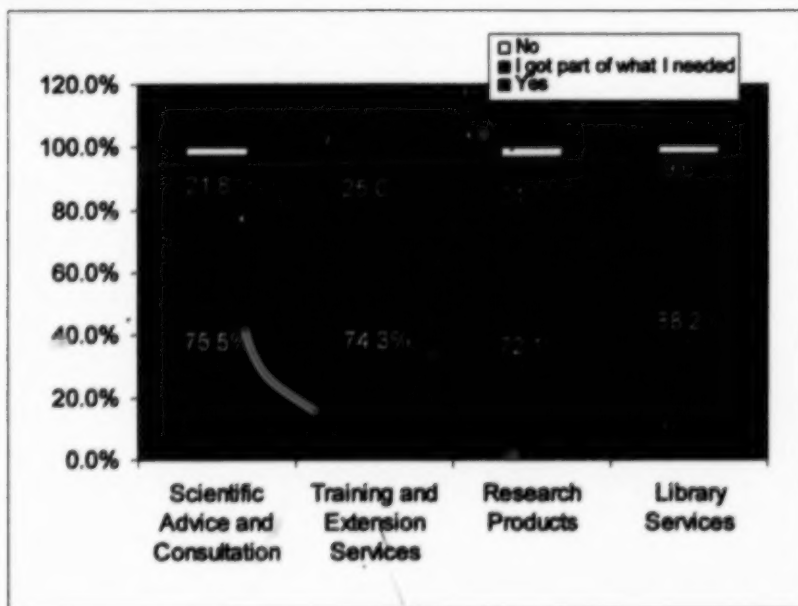
Thinking back to the last time you sought this service, did you get what you needed?

Table 19: Service Delivery

	Yes	Part of what I needed	No
Library services	120 (88%)	13 (10%)	4 (3%)
Scientific advice and consultation	163 (76%)	47 (22%)	6 (3%)
Research products	119 (72%)	41 (25%)	5 (3%)
Training and extension services	113 (74%)	38 (25%)	1 (.7%)
Average percentage	129 (78%)	35 (20%)	4 (2%)

On average, 78% of users of all four services received what they needed, and 20% received part of what they needed. Despite the lowest satisfaction levels reported with training and extension services, only 1 respondent indicated that they did not receive what they needed, and the second lowest number among the other three services (38) indicated they only received part of what they needed. Figure 3 displays this data in graphical form to highlight percentage differences with respect service delivery.

Figure 3. Did clients get what they needed?

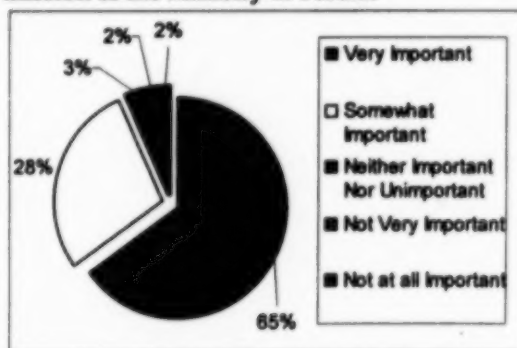


As illustrated above, 88.2% of library service users received what they needed and only 9.6% only received part of what they needed. Scientific advice and consultation also fared well for service delivery, but was still comparable to the other two services.

Forest Science Program Importance

All respondents were asked the question: *In your opinion, how important is the Forest Science Program to the overall mission of the Ministry of Forests?* As shown in Figure 4, just under two-thirds (65%) of respondents shared the view that the program is "very important." In total, 93% of respondents indicated that in their opinion, the Forest Science Program is either "somewhat important," or "very important," leaving only 7% that were either undecided or did not view the program as being important. These results show a high level of program importance perceived among users.

Figure 4. Program importance to the overall mission of the Ministry of Forests



QUALITATIVE RESULTS

Other Services (Question 14)

Respondents were asked if they use any other Forest Science Program services and provided a space to specify what *other services(s)* they use. This question served primarily as a measure to judge awareness of the scope of the program, but also provided a place for respondents to draw attention to any service areas that may have been missed in the questionnaire.

79.3% of respondents answered that they do *not* use any other Forest Science Program services, and 20.7% answered that they do. Please see Appendix B: Verbatim Comments for complete table of the services specified by those who answered that they do use other services.

Additional Comments/Suggestions (Question 15)

At the end of the survey, respondents were asked to provide any additional comments or suggestions they have about the Forest Science Program and its services. 117 respondents chose to comment out of 288 (41%). Responses were theme-coded in order to highlight common themes and patterns in the data. Table 20, below summarizes comment themes in tabular format. Please see Appendix B: Verbatim Comments for a complete list of comments provided.

Table 20: Additional Comments and Suggestions about the FSP and its services

THEME	COUNT	% OF TOTAL
Increase Program Visibility	30	25.6%
Important Program; keep up the good work!	19	16.2%
Inadequate Funding/Staff Shortage	16	13.7%
Better coordination between academic and operational	13	11.1%
Restricted Service Scope	12	10.3%
Evaluate & Update Services/Plan Better for Future	8	6.8%
Lacking Practical Application	6	5.1%
Other	5	4.3%
Technical/operating inefficiencies	4	3.4%
Better Scientific Practices	4	3.4%
Total Additional Comments	117	100%

PROGRAM VISIBILITY

The most commonly mentioned theme in the data had to do with suggestions to increase the visibility of the program and its specific services using better advertising and marketing. Comments that fell into this theme included the admissions that respondents did not know about the FSP, or did not know enough about it to use its components. One respondent encouraged that "face to face contact is important in getting messages across about what service is available, what research is underway, and how research can solve problems we may have." Another offered that "annual updates on what is available to staff would likely enhance use," and suggested that they could "provide more field days (information sessions) through the extension program." Others commented on the visibility of specific researcher's work. For example one observed that, "some sciences staff are very approachable, willing and available, while others seem engrossed in their own research and less available as an extension service to staff."

IMPORTANT PROGRAM; KEEP UP THE GOOD WORK!

About 16% of the comments commended the good work of individuals or specific FSP services and asserted that the program is critical, valuable, and important. One user noted the credibility of the program by claiming: "The Forest Science Program lends a great deal of credibility to this ministry, and government as a whole." Another claimed that it is "very important for govt to carry out its own research (separate from private industry) into various aspects of resource evaluation & assessment, management, conservation, restoration & stewardship." A few comments simply encouraged program staff to keep up the good work.

INADEQUATE FUNDING/STAFF SHORTAGE

While respondents pointed out the quality of work and importance of the Forest Science Program, 13.7% also claimed that the program is inadequately funded for the long-term, service areas are short staffed, and staff are overworked. Several respondents urged for greater funding to allow employees to carry out their work more effectively. "Its amazing that they deliver such a great service and expertise on minimal funding." Another user declared, "FSP staff need to have a secure funding base so that they are responding to true needs rather than funding needs." Several comments within this theme pointed out that a lot of staff efforts go toward fundraising rather than research, and "although they can compete with academia for research funds, it is not in our best interest to make them do so in all cases."

BETTER COORDINATION BETWEEN ACADEMIC & OPERATIONAL

Some respondents expressed the concern that "the work of the research group is too academic and not practical enough for the average staff to use," and that "the research group needs to find ways to be responsive to the clients needs." One user's biggest concern is that the goal of most is to "carry out pet projects that will get them higher job classifications. [Researchers]

resent operational requests getting in the way..." For some, a lack of coordination between providers and users creates a gap between real operational needs, and what researchers choose to research.

RESTRICTED SERVICE SCOPE

Comments coded under in this theme generally identified specific areas where the FSP does not support. As one user pointed out, "most of our research seems to be focused on trees, rather than the forest." Several others specified that the FSP does not focus on their particular work/interest areas, and is thus irrelevant to their work. In some cases, respondents suggested the program should and could deal with these specific areas.

EVALUATE & UPDATE SERVICES

This thematic category contains comments that encourage change and evaluations of future directions of the program. A couple of respondents urged for better coordination and consistency between Victoria and regional research priorities, while another pointed out a need for "strategically identifying future trends and directing research efforts there, rather than just answering only yesterday's issues." Others simply encouraged regular assessments to accommodate evolving priorities for the future.

LACKING PRACTICAL APPLICATION

Some FSP users reported that there is a lack of research focus on operational, and practical uses. While one respondent noted the program has become more practical, they hope the program can become even "more in touch with the legislation and operational requirements and ensure research sites are properly documented at the operational level." Others expressed that "there seems to be nearly a complete lack of recent research available to meet our needs."

OTHER

The other category contains comments that did not otherwise fit into a common theme. They varied to an extent that it is difficult to summarize them as a group.

TECHNICAL/OPERATING INEFFICIENCIES

Comments encompassed in this theme had to do with technical aspects, usually in accessing services. Slow computers and servers was an expressed concern. Another user suggested to "either put a link to a reputable search engine or vastly improve the one we have" since they (and another) experienced difficulty finding information they were looking for. Another comment addressed the existence of barriers to accessing technical services.

BETTER SCIENTIFIC PRACTICES

Some users encouraged greater scientific objectivity and creating a higher profile. One respondent suggested a mandatory publishing requirement, and another commented that "researchers/modellers should have their draft reports more widely reviewed before release/publication." Others questioned the credibility of some of the research practices. For example, one stated: "the acceptability of difficult to measure objectives simply does not require the scientific support the way it used to...we may be FRPA compliant, but not necessarily implementing the best management practices on the landbase anymore."

CONCLUSIONS

The findings of this survey have created baseline measures of satisfaction with Forest Science Program services. In general, respondents were highly satisfied with the library services, and the least satisfied with training and extension services. An average satisfaction rating computed of all four services was 81.7%. Specific service delivery aspects were measured in the survey to pinpoint which aspects are viewed as satisfactory and which may have room for improvement.

One service aspect that scored the highest among users for all services was *credibility of information and services received*, and one that scored the lowest levels of satisfaction was *responsiveness of the program to meet changing needs*. The following points summarize the key findings of the survey.

- Most users of scientific advice and consultation and research products use the services a few time per year, while most users of training and extensions services and the library use the services a few times per year, or less than once a year.
- The % positive score (somewhat satisfied and very satisfied) with the overall quality of service delivery was:
 - 91% for library services
 - 83% for scientific advice and consultation
 - 78% for research products
 - 74% for training and extension services
- In terms of satisfaction by region, users from headquarters and coastal regions seemed the most satisfied with scientific advice and consultation and library services, while respondents from the southern interior indicated a lower level of satisfaction with these two services. Across all regions, fewer users reported a high level of satisfaction with training and extension services as compared to the other services.
- Regarding employment class, executive respondents indicated the highest level of satisfaction with all services.
- Satisfaction levels with scientific advice and consultation and research products was similar for senior managers and staff, but differed for the other two services; staff reported higher levels of satisfaction with training and extension services, while senior managers reported higher levels of satisfaction with library services.
- In receiving services sought, an average of 76% of users reported that they received the services they needed, and 20% received part of what they needed. 2% claimed they did not receive what they needed. Library services received the highest score for service delivery, and the other three services were comparable.

- 65% of respondents view the Forest Science Program as "very important," and 28% view it as "somewhat important."
- Top themes that arose in the open-ended comments included the suggestions to improve program/service visibility, to increase funding and staff resources, and to keep up the good work as the program is important and valuable.

APPENDIX A: FREQUENCY TABLES

Demographics

Table 21: Gender

	Frequency	Percent
Female	32	11.1
Male	256	88.6
Total	288	100.0

Table 22: Employment Class

	Frequency	Percent
Executive	8	2.8
Senior Manager	41	14.2
Staff	239	82.7
Total	288	100.0

Table 23: Region

	Frequency	Percent
Headquarters	51	17.6
Coast	63	21.8
Northern Interior	84	29.1
Southern Interior	90	31.1
Total	288	100.0

FREQUENCY TABLES: RESULTS

Scientific Advice and Consultation

Q1. How often do you use the Forest Science Program's scientific advice and consultation?

	Frequency	Percent	Valid Percent
Once or twice a week	27	9.4%	9.4%
About once a month	45	15.6%	15.6%
A few times a year	119	42.2%	42.2%
Less than once a year	37	12.8%	12.8%
I do not use this service	60	20.8%	20.8%
Total	288	100.0	100.0

Based on a scale from 1-5 where 1="Very Satisfied" and 5=Very Dissatisfied, please rate your overall satisfaction with the Forest Science Program's scientific advice and consultation

How satisfied are you with...

Q2a. The accessibility to information and services

	Frequency	Percent	Valid Percent
Very Satisfied	59	20.5%	28.1%
Somewhat Satisfied	102	35.4%	48.6%
Neither Satisfied Nor Dissatisfied	33	11.5%	15.7%
Somewhat Dissatisfied	13	4.5%	6.2%
Very Dissatisfied	3	1.0%	1.4%
Don't know/No Opinion	18	6.3%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q2b. The amount of time it takes to receive information and services upon request

	Frequency	Percent	Valid Percent
Very Satisfied	56	19.4%	27.2%
Somewhat Satisfied	88	30.6%	42.7%
Neither Satisfied Nor Dissatisfied	47	16.3%	22.8%
Somewhat Dissatisfied	10	3.5%	4.9%
Very Dissatisfied	5	1.7%	2.4%
Don't know/No opinion	22	7.6%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q2c. The credibility of information and services received

	Frequency	Percent	Valid Percent
Very Satisfied	138	47.9%	64.5%
Somewhat Satisfied	53	18.4%	24.8%
Neither Satisfied Nor Dissatisfied	14	4.9%	6.5%
Somewhat Dissatisfied	7	2.4%	3.3%
Very Dissatisfied	2	0.7%	0.9%
Don't know/No opinion	14	4.9%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q2d. The responsiveness of the program to meet your changing needs

	Frequency	Percent	Valid Percent
Very Satisfied	41	14.2%	19.8%
Somewhat Satisfied	86	29.9%	41.5%
Neither Satisfied Nor Dissatisfied	52	18.1%	25.1%
Somewhat Dissatisfied	20	6.9%	9.7%
Very Dissatisfied	8	2.8%	3.9%
Don't know/No opinion	21	7.3%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q2e. The accessibility to program staff

	Frequency	Percent	Valid Percent
Very Satisfied	73	25.3%	34.4%
Somewhat Satisfied	91	31.6%	42.9%
Neither Satisfied Nor Dissatisfied	28	9.7%	13.2%
Somewhat Dissatisfied	16	5.6%	7.5%
Very Dissatisfied	4	1.4%	1.9%
Don't know/No opinion	16	5.6%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q2f. The overall quality of service delivery

	Frequency	Percent	Valid Percent
Very Satisfied	74	25.7%	35.1%
Somewhat Satisfied	101	35.1%	47.9%
Neither Satisfied Nor Dissatisfied	23	8.0%	10.9%
Somewhat Dissatisfied	10	3.5%	4.7%
Very Dissatisfied	3	1.0%	1.4%
Don't know/No opinion	17	5.9%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Q3. The last time you sought scientific advice and consultation, did you get what you needed?

	Frequency	Percent	Valid Percent
Yes	163	56.6%	75.5%
No	6	2.1%	2.8%
I got part of what I needed	47	16.3%	21.8%
Don't Know/No opinion	12	4.2%	100.0%
Missing	60	20.8%	
Total	288	100.0%	

Training and Extension Services

Q4. How often do you use the Forest Science Program's training and extension services?

	Frequency	Percent	Valid Percent
Once or twice a week	1.0	0.3%	0.3%
About once a month	8.0	2.8%	2.8%
A few times a year	91.0	31.6%	31.6%
Less than once a year	90.0	31.3%	31.3%
I do not use this service	98.0	34.0%	34.0%
Total	288	100.0%	100.0%

Based on a scale from 1-5 where 1="Very Satisfied" and 5="Very Dissatisfied, please rate your overall satisfaction with the Forest Science Program's training and extensions services

How satisfied are you with...

Q5a. The accessibility to information and services

	Frequency	Percent	Valid Percent
Very Satisfied	37	12.8%	22.7%
Somewhat Satisfied	67	23.3%	41.1%
Neither Satisfied Nor Dissatisfied	47	16.3%	28.8%
Somewhat Dissatisfied	9	3.1%	5.5%
Very Dissatisfied	3	1.0%	1.8%
Don't know/No opinion	27	9.4%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q5b. The amount of time it takes to receive information and services upon request

	Frequency	Percent	Valid Percent
Very Satisfied	33	11.5%	21.4%
Somewhat Satisfied	65	22.6%	42.2%
Neither Satisfied Nor Dissatisfied	47	16.3%	30.5%
Somewhat Dissatisfied	7	2.4%	4.5%
Very Dissatisfied	2	0.7%	1.3%
Don't know/No opinion	36	12.5%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q5c. The credibility of information and services received

	Frequency	Percent	Valid Percent
Very Satisfied	81	28.1%	49.7%
Somewhat Satisfied	55	19.1%	33.7%
Neither Satisfied Nor Dissatisfied	24	8.3%	14.7%
Somewhat Dissatisfied	1	0.3%	0.6%
Very Dissatisfied	2	0.7%	1.2%
Don't know/No opinion	27	9.4%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q5d. The responsiveness of the program to meet your changing needs

	Frequency	Percent	Valid Percent
Very Satisfied	27	9.4%	17.5%
Somewhat Satisfied	59	20.5%	38.3%
Neither Satisfied Nor Dissatisfied	50	17.4%	32.5%
Somewhat Dissatisfied	15	5.2%	9.7%
Very Dissatisfied	3	1.0%	1.9%
Don't know/No opinion	36	12.5%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q5e. The accessibility to program staff

	Frequency	Percent	Valid Percent
Very Satisfied	51	17.7%	32.1%
Somewhat Satisfied	62	21.5%	39.0%
Neither Satisfied Nor Dissatisfied	33	11.5%	20.8%
Somewhat Dissatisfied	10	3.5%	6.3%
Very Dissatisfied	3	1.0%	1.9%
Don't know/No opinion	31	10.8%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q5f. The overall quality of service delivery

	Frequency	Percent	Valid Percent
Very Satisfied	47	16.3%	29.0%
Somewhat Satisfied	74	25.7%	45.7%
Neither Satisfied Nor Dissatisfied	36	12.5%	22.2%
Somewhat Dissatisfied	3	1.0%	1.9%
Very Dissatisfied	2	0.7%	1.2%
Don't know/No opinion	28	9.7%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Q6. The last time you sought training and extension services, did you get what you needed?

	Frequency	Percent	Valid Percent
Yes	113	39.2%	74.3%
No	1	0.3%	0.7%
I got part of what I needed	38	13.2%	25.0%
Don't Know/No opinion	38	13.2%	100.0%
Missing	98	34.0%	
Total	288	100.0%	

Research Products

Q7. How often do you request/obtain Forest Science Program's research products?

	Frequency	Percent	Valid Percent
Once or twice a week	3	1.0%	1.0%
About once a month	20	6.9%	6.9%
A few times a year	105	36.5%	36.5%
Less than once a year	69	24.0%	24.0%
I do not use this service	91	31.6%	31.6%
Total	288	100.0%	100.0%

Based on a scale from 1-5 where 1="Very Satisfied" and 5=Very Dissatisfied, please rate your overall satisfaction with the Forest Science Program's research products

How satisfied are you with...

Q8a. The accessibility to information and services

	Frequency	Percent	Valid Percent
Very Satisfied	63	21.9%	34.6%
Somewhat Satisfied	72	25.0%	39.6%
Neither Satisfied Nor Dissatisfied	31	10.8%	17.0%
Somewhat Dissatisfied	15	5.2%	8.2%
Very Dissatisfied	1	0.3%	0.5%
Don't know/No opinion	15	5.2%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q8b. The amount of time it takes to receive information and services upon request

	Frequency	Percent	Valid Percent
Very Satisfied	54	18.8%	30.9%
Somewhat Satisfied	69	24.0%	39.4%
Neither Satisfied Nor Dissatisfied	41	14.2%	23.4%
Somewhat Dissatisfied	8	2.8%	4.6%
Very Dissatisfied	3	1.0%	1.7%
Don't know/No opinion	22	7.6%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q8c. The credibility of information and services received

	Frequency	Percent	Valid Percent
Very Satisfied	104	36.1%	57.1%
Somewhat Satisfied	51	17.7%	28.0%
Neither Satisfied Nor Dissatisfied	22	7.6%	12.1%
Somewhat Dissatisfied	4	1.4%	2.2%
Very Dissatisfied	1	0.3%	0.5%
Don't know/No opinion	15	5.2%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q8d. The responsiveness of the program to meet your changing needs

	Frequency	Percent	Valid Percent
Very Satisfied	36	12.5%	20.2%
Somewhat Satisfied	74	25.7%	41.6%
Neither Satisfied Nor Dissatisfied	42	14.6%	23.6%
Somewhat Dissatisfied	21	7.3%	11.8%
Very Dissatisfied	5	1.7%	2.8%
Don't know/No opinion	19	6.6%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q8e. The accessibility to program staff

	Frequency	Percent	Valid Percent
Very Satisfied	62	21.5%	34.8%
Somewhat Satisfied	69	24.0%	38.8%
Neither Satisfied Nor Dissatisfied	30	10.4%	16.9%
Somewhat Dissatisfied	16	5.6%	9.0%
Very Dissatisfied	1	0.3%	0.6%
Don't know/No opinion	19	6.6%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q8f. The overall quality of service delivery

	Frequency	Percent	Valid Percent
Very Satisfied	70	24.3%	38.9%
Somewhat Satisfied	71	24.7%	39.4%
Neither Satisfied Nor Dissatisfied	29	10.1%	16.1%
Somewhat Dissatisfied	9	3.1%	5.0%
Very Dissatisfied	1	0.3%	0.6%
Don't know/No opinion	17	5.9%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Q9. The last time you sought research products, did you get what you needed?

	Frequency	Percent	Valid Percent
Yes	119	41.3%	72.1%
No	5	1.7%	3.0%
I got part of what I needed	41	14.2%	24.8%
Don't Know/No opinion	32	11.1%	100.0%
Missing	91	31.6%	
Total	288	100.0%	

Library Services**Q10. How often do you use the Forest Science Program's library services?**

	Frequency	Percent	Valid Percent
Once or twice a week	20	6.9%	6.9%
About once a month	37	12.8%	12.8%
A few times a year	44	15.3%	15.3%
Less than once a year	57	19.8%	19.8%
I do not use this service	130	45.1%	45.1%
Total	288	100.0%	100.0%

Based on a scale from 1-5 where 1="Very Satisfied" and 5=Very Dissatisfied, please rate your overall satisfaction with the Forest Science Program's library services

How satisfied are you with...

Q11a. The accessibility to information and services

	Frequency	Percent	Valid Percent
Very Satisfied	88	30.6%	62.0%
Somewhat Satisfied	40	13.9%	28.2%
Neither Satisfied Nor Dissatisfied	12	4.2%	8.5%
Somewhat Dissatisfied	1	0.3%	0.7%
Very Dissatisfied	1	0.3%	0.7%
Don't know/No opinion	16	5.6%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q11b. The amount of time it takes to receive information and services upon request

	Frequency	Percent	Valid Percent
Very Satisfied	87	30.2%	62.1%
Somewhat Satisfied	36	12.5%	25.7%
Neither Satisfied Nor Dissatisfied	16	5.6%	11.4%
Somewhat Dissatisfied	0	0.0%	0.0%
Very Dissatisfied	1	0.3%	0.7%
Don't know/No opinion	18	6.3%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q11c. The credibility of information and services received

	Frequency	Percent	Valid Percent
Very Satisfied	102	35.4%	72.3%
Somewhat Satisfied	28	9.7%	19.9%
Neither Satisfied Nor Dissatisfied	11	3.8%	7.8%
Somewhat Dissatisfied	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%
Don't know/No opinion	17	5.9%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q11d. The responsiveness of the program to meet your changing needs

	Frequency	Percent	Valid Percent
Very Satisfied	77	26.7%	56.6%
Somewhat Satisfied	38	13.2%	27.9%
Neither Satisfied Nor Dissatisfied	19	6.6%	14.0%
Somewhat Dissatisfied	1	0.3%	0.7%
Very Dissatisfied	1	0.3%	0.7%
Don't know/No opinion	22	7.6%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q11e. The accessibility to program staff

	Frequency	Percent	Valid Percent
Very Satisfied	80	27.8%	59.3%
Somewhat Satisfied	34	11.8%	25.2%
Neither Satisfied Nor Dissatisfied	18	6.3%	13.3%
Somewhat Dissatisfied	2	0.7%	1.5%
Very Dissatisfied	1	0.3%	0.7%
Don't know/No opinion	23	8.0%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q11f. The overall quality of service delivery

	Frequency	Percent	Valid Percent
Very Satisfied	95	33.0%	67.4%
Somewhat Satisfied	33	11.5%	23.4%
Neither Satisfied Nor Dissatisfied	11	3.8%	7.8%
Somewhat Dissatisfied	1	0.3%	0.7%
Very Dissatisfied	1	0.3%	0.7%
Don't know/No opinion	17	5.9%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q12. The last time you used the library services, did you get what you needed?

	Frequency	Percent	Valid Percent
Yes	120	41.7%	88.2%
No	3	1.0%	2.2%
I got part of what I needed	13	4.5%	9.6%
Don't Know/No opinion	22	7.6%	100.0%
Missing	130	45.1%	
Total	288	100.0%	

Q13. In your opinion, how important is the Forest Science Program to the overall mission of the Ministry of Forests?

	Frequency	Percent	Valid Percent
Very Important	166	57.6%	65.1%
Somewhat Important	72	25.0%	28.2%
Neither Important Nor Unimportant	8	2.8%	3.1%
Not Very Important	5	1.7%	2.0%
Not Important	4	1.4%	1.6%
Don't Know/No opinion	33	11.5%	100.0%
Total	288	100.0%	

Q14. Do you use any other Forest Science Program services?

	Frequency	Percent	Valid Percent
Yes	38	13.2%	20.7%
No	146	50.7%	79.3%
Don't know/No opinion	104	36.1%	100.0%
Total	288	100.0%	

APPENDIX B: VERBATIM COMMENTS⁴

Other services (Question 14)

The following statements were provided by respondents who answered "yes" to the question: **Do you use any other Forest Science Program services? (If yes, please specify)**

- Biometrics advice
- University of Toronto
- Use growth and yield tools on regular basis; originally provided by FSP
- Staff field site visits
- Ferric's studies
- Soil Sciences/Geomorphology/Hydrology
- Library Services
- General Advice from knowledgeable experts
- Discussion with individuals
- Management support for the Ministry's involvement in provincial and national forest science initiatives and programs (e.g. BC Cluster and Life Sciences initiatives, CCFM, CFIC, SFMN, liaison with other research organisations).
- Expert advice/evidence for compliance & enforcement actions
- Geoscientist/Geomorphologist reviews
- Individual research staff members on various FRPA Resource Evaluation Program working groups providing support to our program
- I use modelling and analysis tools develop by FSP
- Specific statistical analysis (i.e. TRT and MPB)
- Presentations to the Regional Management team
- Their CI skills
- Executive advice
- Web services and links, publications searches and scientific periodical listings/connections
- Regional, CFS, USFS- PNW, UBC, FORENTEC
- Forest Health, timber supply and wildlife related information and expertise
- Direct contacts with various staff for advice and discussion
- Other than the forest service library, which is a vital, effective and efficient service, I rely heavily on specialist advice from the forest biometricians at branch , growth and yield specialists, and TASS modelling specialists. The ecological specialist advice I request typically comes from regions.
- Training, publications
- Direct advice/feedback from researchers
- Mesachie Lake Research Station - keep it up!
- Assume this means outside of MOFR, yes take advantage of MPB research forums, FORREX information to stay in touch with some of the ongoing research in those areas.
- Representation at meetings to make operational staff aware of studies and research that may be of assistance to on the ground activities.
- Oregon state university
- FORREX
- Regional research - silviculture, mixed woods; landscape ecology
- Growth and Yield staff support is very valuable to us

⁴ Comments have been cleaned of personally-identifiable information.

Additional Comments/Suggestions (Question 15)

At the end of the survey, an open-ended comment field allowed respondents to add any additional comments and suggestions about the Forest Science Program and its services. The following statements were provided by those who chose to comment.

It should be noted that some of the following comments could have been coded differently, as some contained elements of more than one theme, and some fit more clearly into certain themes than others. Comments were organized into themes for easier readability, however, it is recognized that individuals comments hold more variation in meaning than the standard thematic categories allow.

PROGRAM VISIBILITY

- For new Forest Services team members, better marketing of your services is required.
- I am unaware of the services of the Forest Science Program. I consider a Science Program vital for the MOFR, but its services must be better advertised and be more accessible.
- Not sure what or where the Forest Science program is. If I have technical questions I call regional or branch experts.
- It should be more widely advertised. I was not aware of the program.
- Face to face contact is important in getting messages across about what service is available, what research is underway, and how research can solve problems we may have. Also extension services (like pedology/site disturbance sessions with our Timber Sale Licensees would be helpful.
- Communication to all staff as to what the Science Program has done (Research)and Services available. What is their mandate. Some sciences staff are very approachable, willing and available, while others seem engrossed in their own research and less available as an extension service to staff, to the extent that know knows what certain individuals are actually accomplishing for the MOF.
- Communication and actively seeking out those staff that may benefit from FSP is missing...as a result many staff are aware of the services and as such it does not appear responsive to the needs out there.
- The Forest Science Program and the services it can provide are no doubt worthy and of significant value, however, I have little to no knowledge of the services it can or could provide to our program area.
- Not a very visible program for end user
- Perhaps if the Forest science Program was more visible to staff, they would be used more.
- Clear idea of what's available and how to all staff
- The program needs a higher profile so that it becomes a reference site for a wider audience
- More updates on what has been accomplished and what the practical use of the information would be useful. e.g. hydrological guidelines for harvesting beetle killed pine in domestic watersheds. many of the sections are invisible, they need to have a higher profile.
- I need to know what is available and where I can get it from
- Annual updates on what is available to staff would likely enhance use. We have so much info coming at us on a daily/weekly basis one forgets what is out there to actually assist in reducing or managing workload. Thanks!
- Increase the number of scientific journals available online. Provide more field days (information sessions) through the extension program. Encourage staff to attend field days outside of their

specific program. For example, range staff should be encouraged to attend harvesting, silviculture sessions and vice versa.

- I believe they should be more visible in the workplace, especially for remote locations.
- I am not aware what the Forest Science Program is and what are it's services. Communication on the program and it's products to staff is necessary.
- During the last 5 years, I have been working in fields that do not require FSP. That's not to say I do not regard its value though - I fully support what they do and consider them to be a valuable asset. More VISIBLE emphasis toward district liaison / support would be my only recommendation.
- My exposure to this program is quite limited. but, that said, I think making decisions within a scientific framework is essential to our success. since my exposure is limited - perhaps part of the issue is really marketing the Forest Science Program as a tool. Perhaps if I had known more about it - I would have utilised it more and had more constructive comments.
- While I am aware of this program and appreciate it's value, I seldom utilize the service. This is due to a lack of diligence on my part, but also to an apparent lack of connection between the Program and our office. I would recommend that representatives of the Program increase their "visibility" and efforts to connect with District staff. Should this occur, we will gain a better understanding of what services the Program can offer to us and who the contacts are, which should lead to increased usage of the program. The flip side benefit will be that the staff within the program should get a better sense for what the issues are at District level that they could be doing some research or extension activities to address. Thanks for the opportunity to share my thoughts.
- To date I have not had much involvement with the FSP. I do not feel the opportunity and value of the FSP to [my workplace] is widely known amongst my staff. The FSP may want to attempt to promote their value and service more proactively.
- Become more visible in the Forest Service
- As I don't know much about the services available, perhaps more publicity is required.
- I am not certain when I am using forest science services. If I need a question answered, I hunt down who ever it may be that has an answer, but I don't determine if that person is in the forest science program or not.
- Having a better understanding of the services offered by the Program.
- More awareness to staff of the program and it's services.
- It would help, if the Forest Sciences Program periodically sent out reminders of the services they provide and what they can do for us.
- The program needs to raise its profile among staff by providing regular summaries and updates on key research topics.
- I probably should be using this service and might if I had time to find out what it was and what it offered- The only time I've heard of this program is when I've been requested to do a survey on it.

IMPORTANT PROGRAM; KEEP UP THE GOOD WORK!

- Although I do not personally use the service, it is an important delivery service that must be maintained to meet client needs / requests.
- The Forest Science Program lends a great deal of credibility to this ministry, and government as a whole.
- Dr. Bruce McLellan's work in Mountain Caribou and Grizzly bears in the Selkirks has been invaluable to the district. We have had higher levels of service in the old Nelson Region, however those staff now seem to either be stuck in Nelson or spread thinly throughout the region.
- Although I have not extensively utilised these services I have been very satisfied when I have

- I believe supporting (Forest) Research is one of the core responsibilities of any Government and would like to see this program expanded. There are too many unknowns in forest management in BC.
- Very important for govt to carry out its own research (separate from private industry) into various aspects of resource evaluation & assessment, management, conservation, restoration & stewardship.
- The Library Staff and related resource materials are important to our organization.
- My experience with Forest Sciences has always been positive, do not use them often but when I do it has been a good experience, my use tends to be in relation to decisions
- I look to the Forest Sciences to be on the leading edge of where forest management should be going. They have been responsive when I have a question or need to see some research or understand how that research will affect forest management. With the day to day operations it is not easy to focus on Forest Sciences. They have provided field trips on the research they are doing - I have found that to be very helpful in understanding what they are doing.
- I use the service very seldom but when I needed information I certainly appreciated that someone had the answers. I think its important that this program continues. A lot of times I gather information from this program indirectly from casual conversation or meetings and workshops that I attend.
- With FSPs, we are expecting some alternate/different ways of doing things proposed and will probably be increasing our use of this program.
- We are at risk of losing forestry expertise in BC as we move away from practicing forestry to administering forestry. With that loss, our ability to be effective stewards decreases. We need a strong and relevant forest science program. There is too much we still do not know and too much risk that we will lose what we do know as experts retire.
- No specific comments. As the FRPA Stewardship world evolves, the MOFR will need independent research to validate achievement of the govt's objectives.
- Great program - I'm an infrequent user but like what I get when I do use it.
- The Program has always been very helpful and if they didn't have the information or answer at their finger tips they got the information sent if to me in a very reasonable time. Thanks
- Although I haven't yet used this service, my colleague has. He found the service valuable for the issue he was working on. It is an important service to have available.
- It is very important that the program receives recognition and continues to be funded to address forest science needs.
- My contact is primarily with the expertise located in a regional service center for both land use plan strategy development and operational expert advice. No recommendations for improvement but highly support that forest science staff continue to located at the service center locations.
- This is a vital program in the MOFR, even if it is not used on a daily basis.

INADEQUATE FUNDING/STAFF SHORTAGE

- The employees in the program are overworked. You need to hire more employees to improve the effectiveness of the program, and so appropriate effort can be placed in developing tools and information to assess and improve resource management decisions. Upper level government bureaucrats and political representatives need to be more responsive to recommendations made by these employee's - especially providing tools that government can use to more effectively direct forest companies. These employees must be given greater support so they can obtain information (quickly, complete and adequately documented) from forest companies upon request, so they can more effectively and constructively carry out their jobs.
- My dissatisfaction with the research products of the program arises from the inadequate number of scientific staff in some disciplines, inadequate long-term funding for research, and the great

proportion of time existing staff have to spend on problem solving and policy development rather than conducting research. With more staff and better funding, more research could be done and the ministry's programs could be better supported with new knowledge and improved practices.

- There are needs that I recognize are present that would require long-term research (and dedicated personnel). Often current staff is trying to provide a short-term solution but do not have resources to initiate or maintain those long-term projects. It also seems that FSP staff are responding more to funding considerations that are responding to short-term flavour of the day needs. FSP staff need to have a secure funding base so that they are responding to true needs rather than funding needs. This also impacts FSP staff availability at certain times of the year when they are writing funding proposals. We need people who can look at the present and see what the future needs are and start on those today.
- The resource capacity (people and \$) of this program should be increased to enable more efficient and effective delivery to key clients.
- Provide more resources in the form of dollars and free up the researchers from their fundraising activities so they can spend more time on research.
- We must ensure that our experts have the funds available to travel and extend their knowledge to the fullest extent possible. We should provide a base level of funding for research to all of our researchers. Although they can compete with academia for research funds, it is not in our best interest to make them do so in all cases. Collaboration leveraged through some base funding between our researchers and places like UBC and UNBC would be beneficial to the MOFR Forest Sciences program in the long run.
- This program priorities are geared towards outside funding sources that don't match up with MoFR mandates anymore. This outdates the program and makes it difficult for them to change to new priorities because they don't have any base operating funds - all their funds have strings attached.
- It is ludicrous that we have been blessed with such a high calibre of professionals and yet they have to spend valuable staff time competing for funds. Fund them!!! Its amazing that they deliver such a great service and expertise on minimal funding. Its their attitude that saves us not our treatment of them.
- Great people doing great work, but not enough of them, they're overworked, and some don't even have confirmed jobs. Pride and shame on MOFR at the same time.
- More funding needs to be provided for research. Research needs to be tied in with operations and results passed on to practitioners more quickly
- Can't say enough good things about library services! They serve as a delivery model that could be employed in other areas of the Forest Science Program. What I mean is that they deliver the exact product I need. What if we could staff the Forest Science Program at a level that would enable me to request services of our own Biometricians, Growth and Yield specialists, Ecologists that I could pay for out of my budget. I propose that we experiment with a delivery model that would allow Forest Science Program specialists to employ or contract out work that other forest service staff require an in house specialist to oversee/coordinate/manage. It seems ironic that we have the best trained professionals in the business, yet we can't serve each other in a more effective manner. As it stands, there are too few specialists for them to have sufficient time to provide actual service vs just advice. Although we work together, we could accomplish so much more by working together in a better funded and more effective delivery model.
- I am very satisfied with the service the Forest Science Program provides. It is essential to my program area (forest analysis). If anything, the program is understaffed and resourced.
- To date we have been pleased with the help we have received. The biggest problem is that we tend to need significant staff time and that is what is often in short supply.
- Needs to be expanded and better funded to ensure that we have the info we need to be proactive stewards.

- The Research program unfortunately has suffered severe program cutbacks (resources and staff assistance) in the past few years to the point where it can barely deliver even a basic research program. As such, the scientists who should be in the field, analyzing information or doing regional monitoring are unable to as they are busy either trying to obtain funding for the very core function they have, are doing the labour work themselves, or filling out silly administrative reports that fulfill only a bureaucratic or political purpose. They no longer have the ability to respond to events when they arise. It's dire. It seems that the Ministry of Forests has decided to maintain a program only to say to the world that yes, we have a research program, yet in reality they do not provide base support to those people to actually accomplish anything. Which is too bad as they have some of the best people in the country in their employ and used to have a great reputation. This has to change. Restore base funding to the scientists. One other criticism I have is how research people decide what they will research. Some scientists are excellent at polling their clients to determine needs, while others seem to feel that it's their right or decision, but accountability is not there for some. Obviously there is a need to ensure scientific objectivity, but there needs to be a balance and it needs to be consistent. Lastly, I would submit that the obligation to publish should be established. Some scientists regularly publish or deliver very useful information for use in operational decision making, while from others I have seen nothing.
- Existing resources are insufficient to provide adequate coverage of topical subjects across BC. It is important that research directly examines operational forestry issues and also strategic issues that constrain operations including mixed wood management and integrated resource use (forestry and range management). Strategic issues include competing land uses that affect timber supply (such as oil and gas, mining, alternative energy), as well as landscape ecology and biodiversity issues that constrain timber supply and operational activities. Research that examines soil productivity in a forestry context is important, but with increasing diversity of use, this research needs to expand its scope to include other uses and activities. On the positive side, we seem to be on the right track with forest genetics and tree seed research.

BETTER COORDINATION BETWEEN ACADEMIC & OPERATIONAL

- Concerned that within the context of the MPB affected districts, how various research projects could be sharing information to shorten the timeline to make practical solutions available to those staff that would implement them.
- While I know about the research group, I do not know that we have such a thing as Forest Science Program. I think the work of the research group is too academic, and not practical enough for the average staff to use.
- While the services of this group are critical to our operational work, access to the info, the people and getting projects started isn't straight forward. as a result, our day to day decision often has less scientific data supporting them than we would like. research group needs to find ways to be responsive to the clients needs.
- I find that for the most part there is no link between the research carried out and operational concerns. The largest concern of most researchers is to carry out pet projects that will get them higher job classifications. They resent operational requests getting in the way of their pet projects. Definitely not an useful or necessary Program!
- I would like to see the researchers take a higher profile in talking to Forest Service staff and industry regarding their research needs and explaining the research results.
- May be a closer or clearer network of expertise to operations... we need to bridge a gap a bit
- This organization needs significant improvement in responsiveness to internal client needs. The sense of entitlement of researchers is off-putting and diminishes their potential contribution to the organization. Research management seems either unaware or unwilling to really address this. Some

significant change is required in the management of these talented individuals to build a robust future for research in Forest and Range. An in-house research capacity is no longer a given, even for substantial organizations such as MoFR. There are simply too many alternative sources of independent science to safely assume a given right in this area.

- The Library services have been outstanding. The wildlife researchers have been very cooperative to my needs. On the other hand you have a number of researchers who will not even respond! Research staff were embarrassing at the ForDiv meeting when they clamoured/ lobbied for more research funding when we were supposed to be developing a vision for the future.
- More upfront involvement of client groups in establishing Forest Science Program's priorities for research, products and services. For example: FFT MPB research strategy - challenge dialogue process lead by Nigh.
- Spend more time studying how operational practices might hamper the realization of research results.
- I have worked in the regional office for years and was involved in research and interacted with research staff and was aware of the research program a lot more. During my last years at a district office I have had little involvement with the research program. I would think this is where we need the findings of R&D and where researchers need to understand our need. There needs to be a lot more involvement at the district level.

RESTRICTED SERVICE SCOPE

- This program should provide extension services relevant to field operations. Any other research that does not directly support this belongs outside the MoFR
- Operations Division includes protection and wildland fire and fuel management but there is little service provided herein by the Forest Science Program and there should be a linkage established
- Time constraints from workload and general information overload are the main reasons why I haven't used this resource. I prefer summary or technical reports specific to BC range management.
- I have not seen any reason to use the research facilities as I used to when I was in silviculture. There may be something there that may apply to C&E but in most cases I look at the branch C&E webpage for info.
- The Regional researchers focus seems to be on existing research projects. I appreciate that no one wants to lose many years of work, however, we may no longer be in the silviculture business, therefore for us to support ongoing research trials in this area is not the best place to put our energy. Most of our research seems to be focused on trees, rather than the forest.
- For historical science or research needs my impression is that there is good response. The problem is there isn't much focus on fire management which is my area of responsibility which limits their usefulness. Should be considering how this important ecological feature gets covered off??
- The Forest Science program does not cover my area of interest (forest health) and is largely irrelevant. It astounds me that they have never taken any interest in this area and yet proclaim themselves able to pass judgement on forest management policy and issues with no in-house research expertise.
- There is a need to better deal with timber supply due to MPB attack in the interior. Stewardship group does not seem to be able to do anything without executive approval first hence slow service for a big problem.
- Probably good for the forest side of things but have seen very little with Range init.
- Range management has not been considered top priority for the Forest Service, thus emphasis on that training and research has been proportionate to both demand and interest.

EVALUATE & UPDATE SERVICES

- There is a need to review the relevance of the program to the ministry's changing mandate and public concerns. There is a stronger need to be in the forefront in strategically identifying future trends and directing research efforts there, rather than just answering only yesterday's issues. For example, this ministry has known for many years about the potential issues - engos and public - regarding harvesting in the CDF. However, it appears that little, if any, research has been directed towards this issue, and now district and region staff are embroiled in operational issues with engos/ public/ other agencies, without the benefit of good science.
- My organization requires access to site productivity models but little else. I am unsure how priorities are set within this program however our branch is not involved in this process. I am somewhat concerned about the coordination between Victoria research priorities and those carried out in the regions. Further, there seems to be a total collapse in developing and supporting strategies for long-term data collection. Under the FIA model, industry has not picked this up and some programs (viz. PSPs) are nearing total collapse.
- Need to allow users to initiate TASS runs and get results on their PCs. Need to maintain extension services and return to the extension service levels of past years.
- We may need more of a focus on the Mountain Pine Beetle aftermath that we will be facing in the Interior. We hear about caribou habitat issues etc. but the bigger issue that we may be facing is how to re-establish a healthy, sustainable forest.
- I think that there is inadequate effort/time/funding made available to update the growth models such as TASS/TIPSY. They are some of our most valuable tools. However, there are fundamental issues within them that reduce their credibility and applicability. I would like to see more energy placed in updating these models, and PROGNOSISbc as well. I think that the development of priorities for the program should be a more open and transparent process. Because the Forest Science Program supports many other programs, those programs should have a greater influence in the priorities. I question the value of some of the projects, and do not see their applicability addressing some current issues. This is improving but still has a way to go. The reports often take too long to be published and there should be some regular notification of new published reports made available on a regular basis. I think that the SIFR Forest Science Section has provided excellent technical and extension support when requested. Well done.
- It is very important that the Forest Science Program become tailored to the needs of all forest management clients under the new FRPA model. The role that non-legal information will play in the new model will be very important which will require an appropriate response in terms of the Forest Science Program's goals and resources.
- Of concern is the lack of consistency throughout the regions and delivery of services to districts. We are assuming that this survey pertains to the group we refer to as Stewardship in some regions and forest sciences in others. Quality of services varies with the individual tasked with responsibility for that particular need. Their program, in past, routinely came to districts to canvass needs and ideas for research and reported out each year on accomplishments and new research. This seems to have disappeared and the overall impression of their program delivery appears ad hoc. Improvement could be made in revisiting this and making an effort to make themselves known to the districts who are also their clients. Note: we have been very impressed with the NIFR ability to address our specific needs with regards to Forest Pathology.
- The program has delivered high quality expertise and advice when requested. I feel they need to continue to re-evaluate their priorities to ensure they meet the evolving priorities of operations.

LACKING PRACTICAL APPLICATION

- I would prefer that forest sciences concentrate on answering operational questions or search and conduct information gap analysis to determine whether or not the answer to questions is already available. Pure science does not assist me other than my interest - as it relates directly to day to day operations - its utility is negligible.
- There does not appear?? (perhaps just not filtering down to districts) to be much "Practical, science based and on the ground applicable information or expertise" available for the Range Management Program. We desperately need to expand this resource with updated science that fits the current parameter of the program. Invasive Plant bio-control work is being conducted but occurs in isolation so has neither local input or is regularly provided for local use.
- Overall I am quite pleased to see a changed focus for this program which now appears to be more focussed towards operational issues. Under FRPA and its results based requirements it will become increasingly important to rely on this program and the "experts" in their field to render an opinion either on a result or a strategy or on best practices. Areas of improvement would be to be more in touch with the legislation and operational requirements and ensure research sites are properly documented at the operational level, an ability to not just look at the data but be able to put it into operational context, and able to adapt quicker to operational concerns which at times will require empirical data and interpretations that may not be statistically sound.
- There seems to be nearly a complete lack of recent research available to meet our needs. There is a definite need for research on current issues facing the Forest Service.
- The nature of scientific research is to have rigor and duplication before the researcher is willing to publish the results. In a rapidly changing forest (mainly caused by MPB), operational staff will need "best guess" advice rather than "sound advice" after the fact. The Forest Science Program will need to step out of the comfort of "scientific research" and go out on a limb to give operational staff "best guess" tools to move forward improving the timber supply and habitat within the areas killed by MPB.

OTHER

- Have a perception that PSP staff do not fully engage licensees on regular basis and potential for involvements in that capacity
- The program needs to be more aggressive in talking to Districts and asking about operational needs. Not waiting for Districts to come to them for operational needs. Keep the program going! Good job.
- Too much emphasis on formal forest science research and a lack of research in forestry social sciences.
- Have received excellent in the past year from biometrics staff, interior fertilization research staff and ecology staff. Received good service from GY staff. Would like to see more operational support and information for partial cutting. Would like to see significantly increased emphasis on retraining the basics for operational folk...such as training in BEC and basic GY.
- Staff of the Forest Science Program should work more closely/cooperatively with staff of other MOFR Branches, e.g., Forest Practices Branch. Cooperation used to be much better before the last reorganization in the Ministry.

TECHNICAL/OPERATING INEFFICIENCIES

- Most of any dissatisfaction I may have expressed is due to the extremely slow computers / servers / lines that we are using.

- With regards to accessing information, I've been very disappointed with the search features. Where information is organized generally makes sense but not always... as a result I find myself doing searches for the info I need but the search engine isn't good at all. I would either put a link to a reputable search engine or vastly improve the one we have.
- Avenue for identification of new information / product requests not readily apparent/available; map products (e.g. BEC) not released in timely manner - stakeholder priorities /dependencies not given due consideration; broader cross-divisional participation /within division stakeholder input and/or participation should be encouraged; re-alignment with full spectrum of business area priorities; less hierarchical/top down internal communications & mgmt; remove barriers to access technical resources; encourage leadership / project ownership at junior ranks; continuous improvement needs to be implemented / more acceptance to change/re-focusing of resources; new approaches - teambuilding; more accountability in providing info for decision support
- Found using the new automated library difficult to use and understand & couldn't obtain the information I was seeking

BETTER SCIENTIFIC PRACTICES

- Keep publishing information. 10% of what I get from the program is based on personal or corporate requests to do some specific work. 90% of what I get is based on this group doing the right things on the right kind of priorities without direct personal input from me.
- I don't believe forests sciences as moved far enough in terms of an "applied science" view of research projects and in terms of a percentage of time dedicated to supporting delivery of other mof service plan goals.
- Prior to FRPA and FIA I used the Forest Sciences services very regularly and with a great deal of success. The Forest Sciences group probably represented some of the best in the business. The current world of FSPs and professional reliance, and the acceptability of difficult to measure objectives simply does not require the scientific support the way it used to. We may be FRPA compliant, but not necessarily implementing the best management practices on the land base anymore. Many of our previous scientific programs were focused on a level of performance we do not engage in today.
- Some researchers/modellers should have their draft reports more widely reviewed before release/publication.

APPENDIX C: SURVEY

WELCOME to the Forest Science Program Client Satisfaction Survey!

BC STATS is conducting a short survey on behalf of the Forest Science Program of the BC Ministry of Forests and Range. This survey has been designed to check in with end-users of the Forest Science Program to assess whether the program remains relevant by meeting the needs of its clients. You will be asked about your level of usage, satisfaction, and reliance on the Forest Science Program services.

The Forest Science Program consists of the Research Branch (within Forest Stewardship Division) and three regional Forest Science teams (within Operations Division). These four components function in a cooperative and synergistic manner to conduct research and to provide scientific expertise that supports science-informed policies and practices for management of forest and range lands. Program researchers work in a range of scientific disciplines in silviculture, growth and yield, ecology, earth sciences, and forest genetics.

This brief survey will take approximately **5-7 minutes** to complete. Responses are requested by **4:30 pm on Wednesday, January 18th**.

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC STATS. Under Section 9 of the *Statistics Act*, BC STATS cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act*.

If you have any questions about this survey or concerns about the confidentiality, you may phone BC STATS at **(250) 952-0356** or email: BCStats.SurveyMail3@gov.bc.ca. If you have any questions about the Forest Science Program, you may view the Forest Science Program website at www.for.gov.bc.ca/forsci or contact a Program Coordinator at the Research Branch at (250) 953-3488, or via email: elizabeth.easton@gov.bc.ca

Thanks for participating!

Begin >

The following questions will ask you about specific Forest Science Program services. You may not have used all of the services listed; however, you have been identified as a potential user. The services that follow include: scientific advice and consultation, training and extension services, research products and library services. To clarify what each of these encompass, examples are provided.

1. How often do you use the Forest Science Program's scientific advice and consultation?
(e.g: strategic analysis, policy, statutory decision making/delegated decision making support)

- ☐ Once or twice a week (Go to Q.2)
- ☐ About once a month (Go to Q.2)
- ☐ A few times a year (Go to Q.2)
- ☐ Less than once a year (Go to Q.2)
- ☐ I do not use this service (Skip to Q4).

2. Based on a scale from 1-5 where 1="Very Satisfied," and 5="Very Dissatisfied," please rate your overall satisfaction with the Forest Science Program's scientific advice and consultation.

Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
1	2	3	4	5	

How satisfied are you with...

- ...the accessibility to information and services
- ...the amount of time it takes to receive information and services upon request
- ...the credibility of information and services received
- ...the responsiveness of the program to meet your changing needs
- ...the accessibility to program staff
- ...the overall quality of service delivery

3. Thinking back to the last time you used the Forest Science Program's scientific advice and consultation, did you get what you needed?

- ☐ Yes
- ☐ No
- ☐ I got part of what I needed
- ☐ Don't know/No opinion

4. How often do you use the Forest Science Program's training and extension services?
(e.g. field tours, workshops, demonstrations).

- ☐ Once or twice a week (Go to Q.5)
- ☐ About once a month (Go to Q.5)
- ☐ A few times a year (Go to Q.5)
- ☐ Less than once a year (Go to Q.5)
- ☐ I do not use this service (Skip to Q7)

5. Based on a scale from 1-5 where 1="Very Satisfied," and 5="Very Dissatisfied," please rate your overall satisfaction with the Forest Science Program's training and extension services.

Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
1	2	3	4	5	

How satisfied are you with...

- ...the accessibility to information and services
- ...the amount of time it takes to receive information and services upon request
- ...the credibility of information and services received
- ...the responsiveness of the program to meet your changing needs
- ...the accessibility to program staff
- ...the overall quality of service delivery

6. Thinking back to the last time you sought training and extension services, did you get what you needed?

- ☐ Yes
- ☐ No
- ☐ I got part of what I needed
- ☐ Don't know/No opinion

7. How often do you request/obtain Forest Science Program's research products?

(e.g: publications, maps, models, plant materials).

- ☐ Once or twice a week (Go to Q.8)
- ☐ About once a month (Go to Q.8)
- ☐ A few times a year (Go to Q.8)
- ☐ Less than once a year (Go to Q.8)
- ☐ I do not use this service (Skip to Q.10)

8. Based on a scale from 1-5 where 1="Very Satisfied," and 5="Very Dissatisfied," please rate your overall satisfaction with the Forest Science Program's research products.

Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
1	2	3	4	5	

How satisfied are you with...

- ...the accessibility to information and services
- ...the amount of time it takes to receive information and services upon request
- ...the credibility of information and services received
- ...the responsiveness of the program to meet your changing needs
- ...the accessibility to program staff
- ...the overall quality of service delivery

9. Thinking back to the last time you used the Forest Science Program's research products, did you get what you needed?

- ☐ Yes
- ☐ No
- ☐ I got part of what I needed
- ☐ Don't know/No opinion

10. How often do you use the Forest Science Program's library services?

- ☐ Once or twice a week (Go to Q.11)
- ☐ About once a month (Go to Q.11)
- ☐ A few times a year (Go to Q.11)
- ☐ Less than once a year (Go to Q.11)
- ☐ I do not use this service (Skip to Q.13)

11. Based on a scale from 1-5 where 1="Very Satisfied," and 5="Very Dissatisfied," please rate your overall satisfaction with the Forest Science Program's library services.

Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
1	2	3	4	5	

How satisfied are you with...

- ...the accessibility to information and services
- ...the amount of time it takes to receive information and services upon request
- ...the credibility of information and services received
- ...the responsiveness of the program to meet your changing needs
- ...the accessibility to program staff
- ...the overall quality of service delivery

12. Thinking back to the last time you used the Forest Science Program library services, did you get what you needed?

- ☐ Yes
- ☐ No
- ☐ I got part of what I needed
- ☐ Don't know/No opinion

13. In your opinion, how important is the Forest Science Program to the overall mission of the Ministry of Forests?

- ☐ Very Important
- ☐ Somewhat Important
- ☐ Neither Important nor Unimportant
- ☐ Not Very Important
- ☐ Not Important
- ☐ Don't Know/No Opinion

14. Do you use any other Forest Science Program services?

- ☐ Yes
- ☐ No
- ☐ Don't know/No opinion

If Yes please specify: _____

15. Please write any other comments and suggestions you have about the Forest Science Program and its services that would help to better meet your needs. (*caution: please do not use quotation marks in your response).

